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# FEHB Program Carrier Letter

## All Carriers

U.S. Office of Personnel Management  
Office of Insurance Programs

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Letter No. 2003-08

Date: March 4, 2003

Fee-for-service [ 8 ]    Experience-rated HMO [ 8 ]    Community-rated [ 8 ]

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**SUBJECT:** Brochure changes for 2004

Draft brochure patterns are now available on the carrier web page (<http://www.opm.gov/carrier/index.html>) for your review and comment.

Please review the brochure pattern for your plan type and send us any suggestions you think would improve the content of the brochures for 2004. Please think of your suggestions in terms of improving all plans' brochures. **Make sure your comments are keyed to the brochure patterns, not to your specific plan brochure.**

Changes to the brochures since last August are highlighted in the patterns using the tracking function of your Microsoft Word program. Additions are highlighted and underlined in the text and deletions are highlighted and shown in the right margin of the page. The following are the changes so far:

- Changed dates from 2003 to 2004 where appropriate.
- Revised Section 2 by deleting 2003 changes.
- Other minor changes as highlighted in the patterns.

We will add a Section to the brochures describing the new Federal Flexible Spending Accounts and will revise the language on Long Term Care in the near future.

We will take brochure content suggestions until March 21, 2003. Please email your suggestions to your OPM Contract Specialist. Thanks for your help.

Sincerely,



Abby L. Block  
Assistant Director  
for Insurance Programs